

ACE Trade User Satisfaction Survey for Available Capabilities through Calendar Year 2014 is Now Available

----PLEASE DISTRIBUTE THIS ARTICLE WIDELY WITHIN YOUR ORGANIZATION----

CBP invites you to take the ACE Trade User Satisfaction Survey for Available Capabilities through Calendar Year 2014. We want your feedback on benefits and issues you are experiencing with ACE.

Your participation is completely voluntary and anonymous. The survey should take approximately 10 minutes to complete. Your feedback will provide valuable insights into the operational benefits of ACE and help CBP identify areas that need improvement. All comments are welcome and appreciated.

Survey closes at midnight of February 13, 2015.

WHAT'S NEW?

In addition to overall user satisfaction questions, this survey seeks input on your satisfaction level with ACE's newly deployed capabilities. CBP is also requesting your feedback on your experience with your CBP Client Representative, as well as your awareness of and plans to comply with the mandatory use dates of ACE.

Please provide any additional comments that explain your ratings. These results will allow the ACE management team to identify areas for improvement, prioritize the development efforts, and improve external communications.

SPREAD THE WORD

If there are others in your company who could provide useful feedback on ACE, please forward this email to them.

HOW TO ACCESS THE SURVEYS

To access the survey, please click on the link below:

- <http://www.surveymshare.com/s/AYAQSEA>

NEED HELP?

For assistance with the survey, please contact: ACE.OUTCOMES@cbp.dhs.gov .

Thank you for your help in making this survey a success.

The Outcomes and Analysis Branch
Office of International Trade
Customs and Border Protection